



Emergency Medical and Travel Assistance services while traveling — anytime, anywhere

TRAVEL INTELLIGENCE PORTAL



This dedicated travel portal offers personalized intelligence for the life cycle of your trip. You will have access to real-time destination-based tips and alerts, country and city risk analysis, an international medical network and more.

BROCHURES & DOWNLOADS



Download the ID card and other useful documents.

IN THE EVENT OF AN EMERGENCY



Open 24/7, 365 days a year
Within the USA: 1-888-287-4741
Outside the USA: 1-515-365-3990
Email: medassist-usa@axa-assistance.us

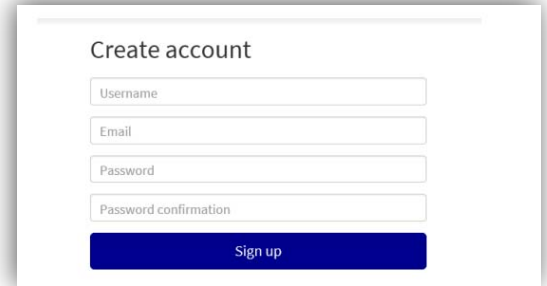
1 Registration is required for all first time users. Open your web browser, preferably Google Chrome and go to www.mercertravelassist.com

Click on Travel Intelligence Portal and then click on "Get Started".

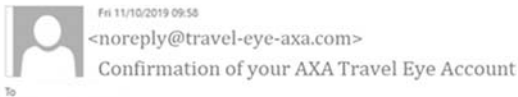


2 You will be asked to create an account by providing:

- Username
- Email
- Password



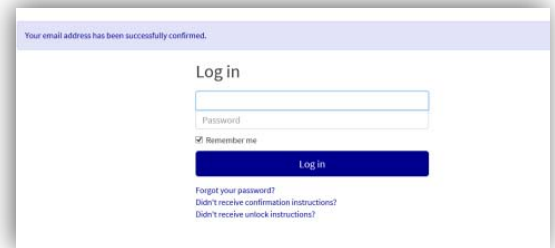
3 A confirmation email will be sent to your email address. Verify your account via the link provided.



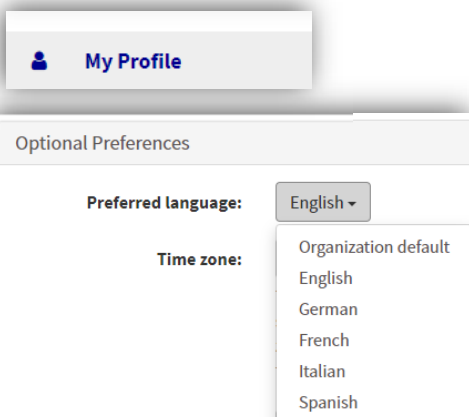
Welcome Megan Prescott,
Thank you for registering your account in AXA Travel Eye.
Please confirm your email through the link below.
[Confirm my account](#)

Need Assistance?
If you require emergency travel assistance, please contact AXA Assistance at +1-312-000-0000.

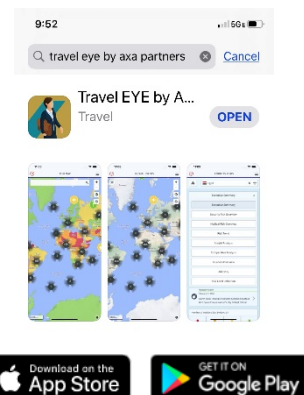
4 You will be taken to the portal. You can then log in using the username and password you created.



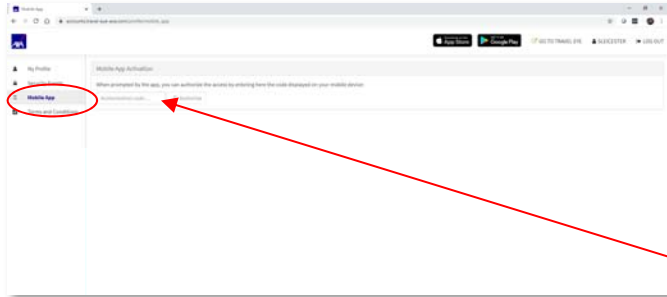
5 You can edit your profile which includes a variety of language options.



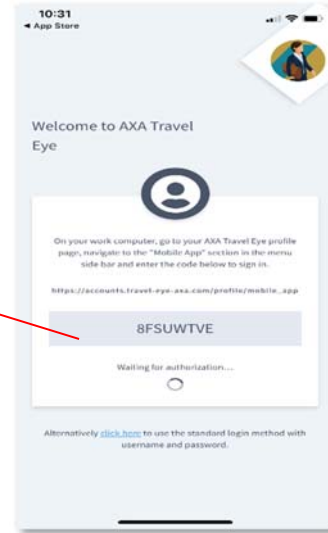
6 After you create your account, you can download the **Travel EYE by AXA Partners** mobile app from the Google Play and App Store



7 Option 1: On your computer, log into your Travel EYE account. Go to your Profile and click on “Mobile App”.



8 Option 1 (continued): Enter the code shown on the Travel EYE app. The app will be activated.



9 Option 2 : Click on the link shown in the app to use the standard login method with the username and password you created.

10 A more detailed User Guide can be found in the “Help” section under your profile.

